**Quality and Accountability Manager, Afghanistan**

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| **Job Level** | Level 5 | **Job Reference No:** | TBC |
| **Role Review Date** | Jan 2025 |
| **Directorate** | International | **Function** | Programmes and Partnership |
| **Service** | N/A  | **Reports to** | IFRC Head of Delegation, Afghanistan |

Scale and scope of role

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| --- | --- | --- | --- |
| **Direct Reports** | Up to 6 staff | **Indirect Reports**  | Up to 2 |
| **Budgetary responsibilities**  | Budget responsibility in excess of 5m GBP multi-year. | **Accountable for other resources**  | n/a |

Context

We help anyone, anywhere in the UK and around the world to get the support they need if crisis strikes: connecting human kindness with human crisis.

We enable vulnerable people in the UK and abroad to prepare for and withstand emergencies in their own communities. And when the crisis is over. We help them to recover and move on with their lives.

We are part of the Red Cross and Red Crescent global humanitarian network.

Our Values and Principles

Our values (compassionate, courageous, inclusive and dynamic) underpin everything that we do. As a member of the Red Cross and Red Crescent Movement, the British Red Cross is committed to, and bound by, its [fundamental principles](http://www.redcross.org.uk/principles): humanity, impartiality, neutrality, independence, voluntary service, unity and universality.

Diversity

At the British Red Cross, we are looking for the right people to help us provide support to millions of people affected by crisis. We want out team to reflect the diversity of the communities we serve, offering equal opportunities to everyone regardless of age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex, or sexual orientation.

Diversity is something we celebrate, and we want you to be able to bring your authentic self to the British Red Cross. We want you to feel that you are in an inclusive environment, and a great position to help us spread the power of kindness.

Purpose of the role

The Quality and Accountability Manager oversees a team responsible for the delivery of community engagement and accountability (CEA), data and information management (DIM), planning, monitoring, evaluation and reporting (PMER), protection, gender, and inclusion (PGI), and quality assurance (QA) priorities within the Country Delegation. Further, they steer IFRC efforts towards developing the Host National Society’s capacities in these areas as a contribution to strengthening institutional resilience of the Host National Society.

Reporting to the Head of Delegation, and under technical supervision of the Regional Head of PMER and Quality Assurance, the Quality and Accountability Manager leads a dynamic team which ensures the smooth delivery of community engagement and accountability (CEA), data and information management (DIM), planning, monitoring, evaluation and reporting (PMER), protection, gender and inclusion (PGI), and quality assurance (QA) activities in a coordinated manner. They are responsible for leading the development, coordination, and execution of IFRC's CEA, DIM, PMER, PGI, and QA strategies for Afghanistan. The role also leads IFRC support for the continuous development of the relevant Host National Society’s portfolios in line with its strategic ambitions. The Quality and Accountability Manager also works closely with the CEA Coordinator, the Regional DIM Coordinator, and the Regional PGI Thematic Lead.

Key responsibilities

## **Oversight of CEA, DIM, PMER, PGI, and QA Support**

* Provide strategic coordination and act as a trusted adviser to the IFRC Country Leadership Team (CLT) in matters pertaining to community engagement and accountability, data and information management, planning, monitoring, evaluation and reporting, protection, gender and inclusion, and quality assurance.
* Advise the IFRC Country Delegation’s CLT on CEA, DIM, PMER, PGI, and QA issues to ensure overall organizational coherence and alignment on positioning.
* Oversee the work of the team under their supervision and prepare country-specific CEA, DIM, PMER, PGI, and QA strategies and plans, compliant with regional/global approaches.

## **Community Engagement and Accountability (CEA) and Data Information Management (DIM)**

* Develop and implement a strategic CEA approach for IFRC in Afghanistan, aligning with regional and global priorities.
* Provide leadership to IFRC CEA staff and ensure harmonization of CEA practices across sectors, integrating them into SOPs, plans, and proposals.
* Collaborate with Country Delegation managers and technical leads to link CEA with broader community resilience strategies.
* Establish feedback mechanisms, two-way communication processes, and proper data management to improve engagement and accountability.
* Support teams in enhancing accountability to communities, including in emergencies, through feedback systems, information sharing, and participatory methods.
* Strengthen collaboration within IFRC and Movement components to improve cooperation on CEA initiatives.
* Guide DIM staff in identifying data needs, leveraging secondary resources, and supporting emergency operations with consistent data management and reporting.

## **Planning, Monitoring, Evaluation and Reporting (PMER) and Protection, Gender and Inclusion (PGI)**

* Develop and execute a strategic PMER approach aligned with IFRC’s programmatic and global/regional priorities in Afghanistan.
* Oversee context analyses, trend monitoring, and adoption of innovative practices to enhance planning, monitoring, and evaluation processes.
* Lead the IFRC Network planning process to produce quality, results-based plans (e.g., Unified Plans, DREF Plans, Emergency Appeals), ensuring compliance with standards.
* Establish a comprehensive M&E approach with clear data sources, methods, and timelines to support quality programming and decision-making.
* Develop and implement a Federation-Wide Monitoring System in Afghanistan, ensuring effective data analysis and reporting for informed decisions.
* Manage a reporting schedule to ensure timely, accurate, and high-quality reports, in collaboration with Finance to align narrative and financial information.
* Design and execute a strategic PGI approach that prioritizes safety and inclusion for both aid recipients and responders in all programmatic and operational activities.

## **Risk, Team and Resource Management**

* Responsible for identifying risks within the areas of CEA, DIM, PMER, PGI, and QA, monitoring the risks, implementing risk responses, and escalating to the Head of Delegation when necessary.
* Select, manage, and mentor CEA, DIM, PMER, PGI, and QA staff, including ensuring that they have well-defined results-based priority plans and capacity to deliver on tasks.
* Promote a culture of continuous learning, individual and team accountability in the Quality and Accountability team by setting team objectives, monitoring team performance, and conducting timely performance reviews.
* Ensure sound financial management is applied to CEA, DIM, PMER, PGI, and QA areas, that budgets are monitored, any problems are identified, and solutions implemented in timely and effective manner.
* Manage operational budgets to ensure that expenditure relating to CEA, DIM, PMER, PGI, and QA is within income and approved ceilings, in compliance with IFRC finance procedures and donor requirements.
* Ensure that the CEA, DIM, PMER, PGI, and QA staff prepare accurate and timely analyses, progress highlights, other updates as may be requested, with the PMER undertaking the final quality checks on all reports.

## **Support to Donor Relations**

* Work closely with the Humanitarian Diplomacy (HP) and Strategic Partnerships Manager in maintaining the optimum donor accountability required to successfully maintain their funding contributions to operations and longer-term programmes in Afghanistan. This includes developing high level updates for donors such as FCDO with the British Red Cross.
* Complement the HD and Strategic Partnerships Manager in developing high-level updates and providing periodic briefings to donors in close coordination with respective members of the IFRC network, such as participating in Major Programme Board meetings of the British Red Cross to provide strategic advice as well as operational and programmatic updates on Afghanistan.

## **Support to Delegation Management**

* Be Officer-in-charge, as needed, for the Head of Delegation when they are out the country.
* Complement the Head of Delegation in dissemination and compliance with the IFRC Code of Conduct, Fraud and Corruption Prevention and Control Policy, and Safeguarding Policy among internal and external stakeholders.
* Represent the Country Delegation in forums related to CEA, DIM, PMER, and PGI as well as in the engagement on these areas with relevant internal and external stakeholders.
* Engage with CEA, DIM, PMER, and PGI leads of the IFRC Asia Pacific Regional Office and/or Geneva head office to ensure that country-level practices align with regional and global approaches.
* As part of the ‘One IFRC Team’, be available for time-bound interim support to other IFRC Country Delegations, Country Cluster Delegations, Regional Offices or Geneva head office when agreed with line and technical managers.
* Undertake any other appropriate duties that may be required by the IFRC Head of Delegation, Afghanistan.

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

**Leadership Behaviours**

* Authentic, consistent and honest leader.
* Actively listens and allows others to be heard.
* Adaptable to changing needs, pressures and opportunities
* Empowers others based on their skills and expertise.
* Dynamic, inclusive, compassionate and courageous.

**Team Leader**

* All team members understand their responsibilities and objectives.
* All resources involving staff are managed in accordance with BRC policies and procedures.
* All staff are kept informed of all relevant organisational plans and updates on development.
* Team ideas and comments are communicated and forwarded appropriately.

**Team Member**

* Actively participates in all team meetings.
* Supports other team members
* Works and behaves in accordance with all BRC policies, procedures and in line with our Values in Action.
* Upholds the fundamental principles of the Red Cross and acts with integrity, in accordance with the Society’s values (inclusive, compassionate, courageous and dynamics)

The duties and responsibilities described are not a comprehensive list and additional tasks may be assigned from time to time that are in line with the level of the role.

Pre-engagement checks

Criminal Records

Type of criminal record checks required for this role

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| --- |
| England and Wales – Disclosure and Barring Service (DBS)  |
| * None
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| Scotland |
| * None
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| Northern Ireland |
| * None
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Drivers Check - Required – Yes

International roles only

If you have been living outside of the UK, we will request international police checks in lieu of a UK criminal record check.

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| --- | --- |
| International Police Check | **Yes** |
| International Driving License for manual cars | **Yes** |

Person Specification

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| --- | --- |
| **Requirements** | Evidence obtained through Shortlisting (S), Interview (I), Assessment (A) |
| **Knowledge and Skills**  | **S** | **I** | **A** |
| **Essential*** Comprehensive understanding of IFRC policies, procedures, and IFRC-wide approaches
* A comprehensive understanding of major donor policies, regulations, and approaches. Demonstrated integrity and accountability.
* Strategic analysis, systematic planning, data analysis and implementation skills and ability to translate strategy into reality.
* Possesses a broad understanding of global humanitarian issues, international humanitarian standards, and latest developments in CEA, M&E, and PGI approaches
* Proven team management and motivation skills. Excellent collaborative and teamwork skills in a multi-cultural environment
* Basic Delegates Training Course (BTC), IMPACT, WORC or equivalent knowledge
* Communication, interpersonal, influencing skills, networking, and representation skills. Self-supporting in computers and internet-based tools
* Ability to work in a stressful and demanding environment while keeping a consistent, courteous, and positive attitude towards others
* Strong analytical skills in multi-sectoral assessments, response option analysis and project design
* Excellent English written and verbal communication.

**Desirable** * Qualification or certification in monitoring and evaluation (M&E), diversity, equity, inclusion, and accessibility (DEIA), project management, statistics or other relevant area.
* Knowledge of Afghanistan context.
* Familiarity with dashboards
* Knowledge of Pashto or Dari
 | **X****X****X****X****X****X****X****X** | **X****X****X****X****X****X****X** | **X****X****X****X****X** |
| **Experience**  | **S** | **I** | **A** |
| **Essential*** 5 -year experience in a CEA, PGI, PMER, or strategic planning related role
* Demonstrated professional experience in the Red Cross and Red Crescent Movement, or in an international organization or INGO in a developing country.
* Demonstrated experience in participatory planning processes, community engagement approaches, applying humanitarian standards and guidelines, and in setting up and managing accountability systems.
* Experience in capacity building, coaching, skills transfer, and collaborative working models. Experience in managing pluri-disciplinary staff
* Solid experience in networking and building relationship with internal and external stakeholders. Field experience in high-risk and/or fragile context(s)
* Demonstrated decision making and risk management capabilities on significant institutional compliance issues for high value programmes of at least £3-5m if not more.
* Experience in managing multiple and sometimes competing donor interests and demands. Experience in developing large donor reports.
* Experience in developing, managing, and monitoring multiple budgets from numerous back donors. Experience of providing tactical direction and analysis. Turning strategy into delivery

**Desirable** * Experience managing UK government funded projects.
* Field experience in Afghanistan
 | **X****X****X** | **X****X****X****X****X****X****X****X** | **X****X** |
| **Additional requirements** |
| **Essential*** Ensures inclusive practice, challenges discrimination and promotes diversity in line with our [Equality, Diversity and Inclusion (EDI) policy](https://www.redcross.org.uk/about-us/how-we-are-run/our-policies/equality-and-diversity-policy).
* Champions localisation and principled humanitarian action
* Promotes a positive working culture, collegial environment, and prioritises well-being.
* Willing and able to travel internally within Afghanistan potentially at short notice (a minimum of 48 hours)
* Be prepared to relocate to safer areas in Afghanistan or outside the country if the programme area is directly affected by conflict.
* Be willing to work remotely if the programme area is unsafe.
* Capable of frequent travel and performing effectively in a physically intensive work environment.
* Open to working outside regular office hours when necessary. Upholds the fundamental principles and acts with integrity, in accordance with the Society’s values (inclusive, compassionate, courageous, and dynamic).
 | **X** | **X****X****X****X****X****X****X****X****X** |  |
| **Values in Action** |
| **Dynamic** - We move forward as one team. - Every day, we’re adapting, innovating and learning. - When the unexpected happens, we are calm, quick and efficient. - We respond smartly, using clear processes and systems. **Compassionate** - We stand for kindness. - People come first, no matter who or where they are. - We have genuine, open-minded conversations. - Together, we’re a united force for good. **Inclusive** - We are open to all.- We treat each other with dignity and respect. - Every person’s uniqueness is valued, supported and celebrated. - Our individual backgrounds and experiences make our organisation stronger. **Courageous** - We are bold. - We show our strength by doing the right thing. - We aren’t scared to test our creative ideas. - As humanitarians, we go the extra mile to help people in crisis |  |  |

We guarantee an interview to disabled candidates (as defined in the 2010 Equality Act), who meet the minimum shortlisting criteria in the advertised person specification and apply under the disability confident scheme.